Campbell County Public Library
Employment Opportunity Posting
Posted March 23, 2017

JOB OPPORTUNITY

JOB TITLE:	Part-Time Patron Services Assistant
WORKSTATION:	Newport
SCHEDULE:	20 hours per week, includes some nights and weekends.
DUTIES:	Job description attached.
QUALIFICATIONS:	Please see job description for requirements.
COMPENSATION:	$10.65 per hour
CLOSING DATE:	Applications will be accepted until the position is filled.
TO APPLY:	Please complete application online at: www.cc-pl.org/employment

Newport

CAMPBELL COUNTY
• PUBLIC LIBRARY •

Patron Services Assistant

REPORTS TO:	Patron Services Supervisor
JOB CLASSIFICATION:	2
STATUS:	Non-exempt
REVISED:	3 Feb 2017

BASIC FUNCTION:
Under the general direction of the Patron Services Supervisor, the Patron Services Assistant provides customer service requiring extensive interaction with the public and other staff members. The Patron Services Assistant performs specialized tasks related to the circulation of library materials including processing circulating materials, shelving, answering patron inquiries in person and on the phone, and handling money for fines, fees, or other services. Duties may require independent judgment and action within specific parameters.

The Library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

RESPONSIBILITIES:
- Perform general desk duties including answering telephone and directing calls, circulation of library materials, check in magazines and newspapers, holds processing, fine/fee payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage (in-house, honor, etc) and other similar responsibilities.
- Resolve disputes with patrons concerning overdue, lost and damaged items, directing unresolved issues to the Circulation Supervisor or other supervising staff members.
- Empty item return.
- Shelve library materials, ensure library shelves are in order, and shift library materials as directed.
- Perform minor repairs on materials.
- Reconcile cash drawer.
- Serve on committees as assigned by the Assistant Director.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:
- Completion of high school or GED.
- Extensive customer service experience preferred.
- Basic computer experience with standard office software, including Microsoft Office products, email, and internet usage.

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PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

The job description is not a contract between the Library and the employee. The Campbell County Public Library is an at will employer. The job description duties may be changed at the discretion of the Library and/or the Library may request the employee to perform duties that are not listed on the job description.

Newport